

# PHILLIPS MAN'S SHOPS LTD

## Sackville School Uniform Shop Covid 19 & Social Distancing Policy

- Please check our website for the up to date opening hours for the school uniform shop [schools.phillips-mans-shops.co.uk/shop/sackville-school/](https://schools.phillips-mans-shops.co.uk/shop/sackville-school/)  
During term time, we are unable to open on a Wednesday afternoon as we usually do. We plan to open daily as usual during the Summer holidays.
- All school uniform is available to buy online and we would encourage customers to use this option. We are happy to exchange any items that are the wrong size provided they are returned with their original packaging and have not been worn. Returned items will be quarantined for 72 hours before being handled by our staff. Orders can be posted to a home address or can be collected free of charge from any of our shops, we will take them to the shop door for collection.
- We are not allowing customers inside the Sackville School uniform shop until further notice. The shop is not large enough inside to allow safe social distancing for our staff and customers. Customers will be served instead from the open doorway. There will be clear signage outside our shops explaining this policy and asking customers to queue with the recommended spacing between them.
- We would ask only one adult and the student needing uniform to come to the shop where possible.
- Until further notice, government guidelines restrict us from opening our changing rooms for the trying on of uniform, instead customers will be advised on sizing and asked to purchase the uniform, take it home and try it on there. It may also help if customers are able to bring with them a current similar item of clothing to compare sizing. As above, we are happy to exchange any items that are the wrong size provided they are returned with their original packaging and have not been worn. Returned items will be quarantined for 72 hours before being handled by our staff.
- Due to the limitations with trying on, in agreement with Sackville School we will not be printing initials on the PE kit for now. This will mean parents can buy and exchange sizes if they are wrong (we can't exchange once they have been personalised). We will be happy to print initials free of charge on any kit later in the year.
- Hand sanitiser will be provided at the entrance to the shop and everyone will be asked to use it.
- The doors to the shops will be left open to minimise the number of people who touch the handles. These and other areas of high contact will be regularly disinfected.

**Thank you for your consideration in these difficult times**

**Working together to stay safe**